

REQUEST FOR PROPOSAL

FOR
RECREATION
REGISTRATION
SOFTWARE
FOR



**Town of Brighton
Recreation Department**

Located at
220 Idlewood Road
Rochester, New York 14618

September 4, 2012

TOWN OF BRIGHTON
REQUEST FOR PROPOSAL

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Overview

The Town of Brighton, located in Monroe County, New York, is seeking proposals from qualified vendors to provide, install, train Town staff in the use of, and implement a Recreation Registration Software System. Such system must meet certain minimum performance requirements contained in this Request for Proposal (RFP).

General Information

The Town of Brighton is located on the southeast border of the City of Rochester in Monroe County, New York. Brighton is governed by an elected town board, consisting of a supervisor and four town board members. Brighton is a suburban community with a population of 36,600 within 15.6 square miles. The Brighton Recreation and Parks department has 11 employees in addition to several seasonal positions. The Department is home to six park sites and various recreation areas encompassing 420 acres. These include:

- Playgrounds
- Lodges
- Pavilions
- An indoor and outdoor pool
- Soccer, baseball and softball fields
- Picnic Facilities
- Walking Trails
- Tennis Courts
- Basketball Courts

Scope

This Request for Proposal (RFP) contains the information and requirements necessary for vendors to prepare and submit proposals. The vendor shall outline their intended work plan to meet the objectives and requirements of this request for proposal including an estimate of the time frame for system orientation. The vendor shall provide proposal costs in an itemized form and clearly identify any requirements that they are not able to meet. The Recreation Department currently is utilizing a software system that will be replaced as a result of this RFP.

The vendor shall provide the Town of Brighton with a list of client references that may be contacted.

This RFP includes:

- Activity Registration
- Facility Registration
- League Scheduling
- Pass Management
- Internet Automation
- Financial Reporting
- Data conversion of existing database to new database

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Proposals

All proposals must be received by the Recreation Director no later than 3:00 p.m. EST, September 26, 2012.

Proposals may be submitted by email or hard copy.

Proposals must be submitted to: Jerry LaVigne
Director of Parks and Recreation
Town of Brighton
220 Idlewood Road
Rochester, New York 14618
jerry.lavigne@townofbrighton.org

The successful proposal will be presented to the Town Board for a necessary Resolution to authorize a contract between the vendor and the Town in a form as approved by the Attorney to the Town.

Notice of Intent to Bid

Upon receipt of this RFP, all vendors who intend to submit a proposal are asked to notify the Town of Brighton of your intent by Email to jerry.lavigne@townofbrighton.org by Monday, September 10, 2012. Please include the company name, contact name, Email address and phone number.

Pre-Bid Inquiries and Questions

Specific questions concerning the RFP may be referred to:

Business Matters

Jerry LaVigne
Director of Parks and Recreation
585-784-5261
585-784-5365 (fax)
jerry.lavigne@townofbrighton.org

RFP Specific Matters

Rebecca Cotter
Assistant Director of Parks and Recreation
585-784-5276
585-784-5365 (fax)
rebecca.cotter@townofbrighton.org

Technical Matters

Susan Wentworth
IT Coordinator
585-784-5390
585-784-5396 (fax)
susan.wentworth@townofbrighton.org

Project Timetable

The projected timetable for this project, which encompasses the conversion of data from the present software system to the new Recreation Department's system is as follows:

September 4, 2012	Email RFP to identified potential vendors
September 26, 2012	Vendor proposals due by 3:00 p.m. EST on this date
October 24, 2012	Select Vendor and secure approval to proceed with contract
October 29, 2012	Begin Data Conversion
November 26, 2012	System installation, initiate staff training, and system testing
December 21, 2012	Cutover to new system

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The installation portion of this timetable is a tentative schedule that will be adjusted as part of the contract with the selected vendor.

Proposal Response Format

The proposal response must include Appendices B and C as well as Attachments A and B plus relevant product information specific to the proposed products and information specific to the Bidder's organization and sub-contractors. Each Attachment must provide all requested information and must be signed where requested by an employee with clear authority to commit the Bidder to the terms and conditions of the RFP. Exceptions taken to any Attachment or statement within the RFP must be clearly identified on the appropriate Attachment.

Contract Award Criteria

Award of a contract assumed to include a licensing agreement for utilization of vendor provided software, will be based on multiple selection criteria being (and as more completely described in Appendices A, B and C):

- Quality and flexibility of the system being proposed in meeting the Recreation Department's and data processing needs of the Town.
- Reputation of the vendor's proposed system in serving other municipal clients similar to Brighton.
- Commitment to ongoing maintenance and improvement of the proposed system.
- Compatibility with the Town's existing Personal Computers and with Windows XP and Windows 7.
- Price of software including annual maintenance cost projected over the next 10 year period beginning in 2012.

In that this contract for software and related services is considered to be a contract for professional services, cost of the proposed system, while a major consideration, will be one of several criteria in selection of the system which best meets the needs of the Town of Brighton.

Vendor success in meeting the Recreation Registration Software needs of other local governments similar in size and complexity to Brighton through utilization of the system being proposed will also be a major consideration.

Other Features

The vendor will include in the proposal a listing of features not specified in this RFP which may be furnished with the proposed system. The listing must clearly identify if the feature is provided as a standard feature at no additional cost, or if it is furnished at an extra cost. The vendor shall list all features provided in an optional feature package and indicate total cost. Any features which are provided as extra cost options must be listed separately.

If installation and implementation of the proposed system will expose the Town to additional hardware and/or operating costs in making the system fully operational, such costs must be fully articulated in the proposal.

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Vendor Overview

Provide an overview of your company to include the following:

- Business location and contact information
- Years in business
- Number of total customers/Number of municipal customers

Implementation Plan

Provide a complete description of your implementation plans for this project including all significant milestones, and an estimate of the number of days required to begin productive use of the system.

Selection Process

Prospective vendors are invited to submit a detailed written proposal to the Town of Brighton for a Recreation Registration Software System which they believe best meets the needs of the Town. In the proposal being submitted, the vendor must fully address each of the criteria listed within this RFP while being as specific and succinct as possible.

A selection committee composed of the Recreation Director, his staff, and the Coordinator of Data Processing will review all proposals, invite vendors to make presentations, if applicable, negotiate contract terms, and with the approval of the Town of Brighton Finance and Administrative Services Committee make a final recommendation regarding a vendor to the Town Supervisor and the Town Board.

The Town will not be obligated to offer any vendor submitting a written proposal the opportunity to make a presentation to the selection committee. Offers to make a presentation will be based on the Town's interest generated by consideration of the written proposals received. Vendors requested to make a presentation must arrange to do so in a reasonable period of time and, if such presentation is to include a demonstration of the vendor's products, the demonstration must be made at a site convenient to the Town.

Final Agreement

The selected vendor may be required to participate in negotiations leading to a final agreement (as referenced above). Such negotiations would likely include the fee structure, timing of payments to be made, technical services to be provided, and protections to be afforded to the Town. Authorization to enter into any final agreement is subject to approval by the Attorney to the Town.

Preservation of Rights of the Town

The Town of Brighton is not committed by virtue of this RFP to award a contract or to pay the costs incurred in the preparation of any proposal. Proposals submitted become the property of the Town, however the Town pledges that the confidentiality of proposals submitted will be preserved in as far as possible. If it is in the best interest of the Town to do so, the Town reserves the right to:

- Reject any or all proposals submitted in response to this RFP
- Cancel this RFP either in part or entirely, without notice
- Engage software consultants to assist the Town in evaluating proposals submitted

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APPENDIX A

Basic Requirements

The proposed system must have a proven good performance record with local governments.

The proposed system must be the vendor's standard system, without any customizing modifications which might compromise the integrity of the standard system or prevent the application of periodic system program updates (including enhancements).

The proposed system may be a hosted web based system, a software as a service system (SaaS) or a server based onsite system to meet the requirements of this RFP. The most important requirement of the new system is the ability to provide online registration services to the customers of the Town of Brighton.

If the solution is server based, the vendor must specify the necessary hardware and software platform in detail.

The proposed system must be capable of providing on-line transaction processing, inquiry, and reporting features which are easily learned and user friendly. The system must be capable of concurrently processing transactions from multiple locations. The system must allow the users to query the database for custom reports. The Brighton Recreation Department will process approximately thirty five thousand (35,000) transactions per year for about 625 programs and 25 facility locations.

The proposed system should include, as integral component, a comprehensive multi-level security system which can be easily modified/updated to accommodate changes in users and/or Town department.

If the proposed system is modular in nature, the features of each module being offered as part of a base system, including an explanation as to how the modules interrelate. Any additional modules being offered, at additional cost, as part of the vendor's proposed total solution to the Town's need should be clearly defined.

An explanation as to how the proposed system would be installed, including time frames and task responsibilities of the vendor and the Town should be provided. This installation plan must include both user and system administration training. Training does not require an onsite presence. The town will provide a computer lab for employees and the trainer can provide instruction via phone or web. Provide pricing for all training options.

The vendor must submit any and all proposed system warranty and guarantee information as part of their proposal.

The vendor shall specify any fees for data conversion from the Recreation Department's existing software system which is a server based MSDE database.

Hardware Requirements

The vendor shall state the minimum and recommended hardware requirements for the proposed system, including, but not limited to central processing requirement, RAM, hard drive space requirements, both for the program application, and data storage, as well as a listing of all supported printers.

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APPENDIX B

General Needs Requirements

Verify that the following features are provided and if necessary, describe how the proposed system meets each of the following functional requirements.

The Town may reject the proposal if the system specifications are not met and/or the vendor fails to adequately describe how each objective will be met. Vendor may provide additional attachments or materials describing how specifications will be met, and any alternatives to the proposed specifications that may be suitable to the requested application.

Required Feature	Yes	No	Notes and Comments
Server Platform (if Server based system – otherwise enter N/A)			
Windows 2003 R2 Server or newer			
MS SQL Server or SQL Studio Express (Specify Version Required)			
Client Platform			
Windows XP or Windows 7			
Licensing			
Site License with unlimited number of concurrent users			
If not a Site License, describe the basis for licensing and the cost for licenses . Assume 3 concurrent users and installation on 10 local computers.			
Any Other Licensing Requirements such as for database			
Database Security			
Ability to establish individual accounts for each user and configure security levels for each individual account.			
Education Opportunities			
End-user and train-the-trainer courses onsite			
End-user and train-the-trainer courses remote			
Web-based training			
Maintenance Agreement (Items to be included in the annual maintenance quoted in price proposal)			
Unlimited free technical support via phone, fax or e-mail.			
Version upgrades at no additional cost.			
Maintenance releases at no additional cost.			
Dedicated website with product information and software release downloads.			

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Required Feature	Yes	No	Notes and Comments
Account representative to provide assistance with: <ul style="list-style-type: none"> ▪ Coordinating training ▪ Monitor and report on system use ▪ Upgrading to latest Version releases ▪ Resolving software problems ▪ Submitting enhancement requests 			
Basic training for new or substantially altered features when they are released.			
Access to, or copies of, current manuals describing the functional details and the correct operation of the software.			

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Program Requirements

Describe how the proposed system meets each of the following requirements to manage and maintain infrastructure data. To further illustrate the proposed system, use diagrams and/or other graphics where appropriate.

Required Feature	Yes	No	Notes and Comments
General Features for Entire System			
Allow for online registration as well as mail-in and walk-in			
Does not allow duplicate transactions			
Automatically calculate and apply different fees based on resident, non-resident, senior and youth status.			
Electronic signature online waiver authorization			
Ability for customer to request cancellation and refund			
Ability to search transactions, customer information, activity codes, etc.			
Provide online cart for customers to add activities or reservations and view prior to checkout			
Allow for separate registration dates for residents and non-residents			
Activity Registration			
Copy activity program information to future seasons/years			
Email rosters to staff and/or instructors			
Retain history of inactive activities in addition to enrollment information			
Ability to warn customer if registration criteria is not met such as age/gender/grade or if activity is full			
Allow customers to browse activities and availability online			
Facility Reservations			
Allow for real time viewing of availability of facilities			
Ability to create schedule for facility including blocking off time for internal use and holidays			
Financial			
PCI Compliance			
Provide following payment method options: cash, check, credit card, use of account balance			
Manage instructor payments			
Ability to report revenues generated			
Allow for customer credits and/or refunds			
Ability to track transactions by user			
Ability to print daily closeout summary/detail reports			
Ability to export data in spreadsheet format			

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League Scheduling			
Manage schedules for multiple leagues with teams, players and officials			
Record scores and track standings			
Ability to automatically reserve facility or field when league created			
Ability to create and manage tournaments			
Ability to cancel and reschedule games			
Ability to email rosters, schedules, info to coach and team members			
Pass Management (Optional)			
Ability to create passes for pool use			
Reporting			
Ability to print and reprint and email receipts with Town logo			
Ability to create custom reports with filtering criteria			

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ATTACHMENT A

NON-COLLUSIVE BIDDING CERTIFICATE

In Compliance with Section 103 of the General Municipal Law

By submission of this bid, the bidder and each person signing on behalf of the bidder certifies, and in the case of a joint bid each party hereto certifies as to its own organization, under the penalty of perjury, that to the best of knowledge and belief:

- A) The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
- B) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
- C) No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.
- D) The person signing this bid or proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties of perjury, affirms the truth thereof, such penalties being applicable to the bidder as well as to the person signing in its behalf; and
- E) That attached hereto (if a corporate bidder) is a certified copy of the resolution authorizing the execution of this certificate by the signatory of this bid or proposal in behalf of the corporate bidder.

A bid shall not be considered for award nor shall any award be made where (A), (B), (C), (D) and (E) above have not been complied with; provided, however, that if in any case the bidder cannot make the foregoing certification, the bidder shall so state and shall furnish with the bid a signed statement which sets forth in detail the reasons therefore. Where (A), (B), (C), (D) and (E) above have not been complied with, the bid shall not be considered for award nor shall any award be made unless the head of the purchasing unit of the political subdivision, public department, agency or official thereof to which the bid is made, or his designee, determines that such disclosure was not made for the purpose of restricting competition.

(SEAL OF CORPORATION)

Signature _____

Title _____

(Name of Corporation)

Address _____

Sworn to and subscribed before me this _____ day of _____, 19 ____.

_____ Notary Public

